

**WESTERN NEW YORK  
REGIONAL INFORMATION CENTER  
CHAPTER 793 PLAN  
2015 – 2018**

**2017 – 2018 Updated Plan**

**March, 2017**

**Regional Plan for Instructional and Management Computer Services  
And Technology Programs**

**Serving  
Cattaraugus/Allegany BOCES  
Erie 1 BOCES  
Erie 2/Chautauqua/Cattaraugus BOCES  
Greater Southern Tier BOCES  
Orleans/Niagara BOCES**

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**<http://www.e1b.org/>**

## **Section 1: The Regional Planning Process**

### **What is the process for involving all constituencies in the development of the regional plan?**

A range of broad based representative groups and other broad based fact finding methods are used to gather information for the purpose of framing the challenges facing school districts in the region. Care is taken to ensure no constituent stakeholders are excluded. This results in the development of a plan that contains meaningful contributions of representatives of all school districts in the region, reflecting not only their needs, but also the WNYRIC's objectives to address those needs.

### **The Planning Process:**

The Planning process provides direction to the WNYRIC by collecting information that provides keen insight into the needs of the school districts served by the WNYRIC. These needs are prioritized and objectives to meet these needs are established with corresponding work plans that identify activities required to achieve the objective, timelines of the activities, those responsible and evidence of completion.

The foundation of the WNYRIC information collecting are face-to-face meetings held throughout the year with the WNYRIC's Customer Support Representative (CSR) and a planning team from which each school district the WNYRIC serves. While the key focus of this data gathering strategy is to utilize existing WNYRIC services to remediate immediate technology deficiencies, this is also an important step in gathering information to identify needs that may dictate the expansion of a current service or the development of a new one. Each time a new service is implemented in a district, a planning meeting is held to discuss responsibilities and timelines. A critical companion to the CSR data gathering activity is the involvement of the Project Management Team (PMT). As districts implement projects, the PMT also collects essential information used to pinpoint districts' needs. In a similar fashion, the WNYRIC's Advisory Council, the WNYRIC's Standards Committee, District Data Coordinators, CSLO end of the year summary meetings and the Forum for Instruction, Curriculum, and Assessment (FICA) are valuable conduits of information related to the needs of the region's school districts, as well as WNYRIC's staff attendance and participation in all regional BOCES Technology Coordinators meetings and various Curriculum Council meetings. In addition, CSLO Instructional Technology staff conducts annual regional meetings to solicit feedback on existing services and future service needs during the May Administrative meetings.

Surveys and service user group meetings are also very often used to amass representative data essential to the WNYRIC's Planning Process. In short, these surveys and meetings gather feedback from those using the services we provide to answer questions such as:

- How can our services best be improved to meet your district's needs?
- Are there segments of our services that are ineffective?
- Are there services the WNYRIC should develop to address unmet needs in your school district?

Some of the recent surveys conducted by the WNYRIC have been a Finance/HR system to expand services, user input from all application/service areas, and customer satisfaction surveys. RFPs are conducted with input from customers in the review process to add resources available under CSLO and Administrative Services. Most recently the WNYRIC collected information on the current 793 goals in order to determine which to expand upon or modify for the 2015-2018 plan.

In addition, our teams have continued an internal process of reflection and assessment of the team's abilities and customer focus through the adoption of the ITIL processes developed through Gartner research. This internal creation of reflection and assessments also contributes to the development of excellent service for customers by identifying internal processes that need to be streamlined or changed and training that is needed.

The information collected in these various forms is shared on an ongoing basis with the WNYRIC's Management Team for the purpose of recognizing patterns that would indicate needs that are problematic to a majority of WNYRIC school districts. In gauging the needs of the school districts, the Management Team also takes into consideration industry trends analysis, budgetary considerations, and the WNYRIC's Vision, Mission and Belief Statements.

The revised plan is presented to the WNYRIC Advisory Council for their review and discussion. Once approved as a plan by the Advisory Council, corresponding work plans are formulated and quarterly progress is provided to the WNYRIC Advisory Council. WNYRIC Standards and the Forum for Curriculum and Instruction (FICA) reviews progress as well.

### **Who is Involved:**

The following are detailed descriptions of the various planning partners referenced above:

District Data Coordinators – These are district data administrators charged with the duty of serving as a district's main point of contact for data requests, the collection and submission of accountability data and district issues. They must be knowledgeable of federal,

state, and local resources, keeping current on state and federal regulations. They implement supportive structures and processes in a district by forming district data teams, facilitating the flow and accuracy of data for their district. They also advise superintendents, in concert with their data team, regarding final certification of data for submission to state and federal reporting agencies. Required and optional informational meetings at the state and local levels assist them in completing their duties. There are regularly scheduled meetings for this group, constant communication via email groups and a web presence at <http://www.e1b.org/WNYRIC/WNYRICTopNav/DataReadiness.aspx>

Customer Support Representative (CSR) – A WNYRIC staff member. Each School District in the WNYRIC region has a CSR assigned it. The CSR serves as a single point of contact for all needs or issues related to a WNYRIC service and assists each district with their annual budget and service options.

Focus Groups – both formal and ad hoc groups made up of representative school district end users of WNYRIC services.

Forum for Curriculum, Instruction and Assessment – An advisory committee (FICA) that shapes and helps set collaborative efforts and initiatives in the area of instructional technology direction for the WNYRIC region based on input from component BOCES regions as well as information gained through CSLO administrator forums and feedback from trainings held. The committee membership includes leaders from each BOCES of the WNYRIC region in the areas of Instructional Technology, Staff Development, Library Services, Distance Learning and Data Analysis for the purpose of improving instruction as well as WNYRIC services involved in these areas. In addition, this committee collaborates to better serve the needs of the districts served by the WNYRIC but also by the district's local BOCES. Collaborative events are also planned for the JMT region.

Project Management Team – made up from WNYRIC staff members: CSR, Project Manager and Senior Technicians for LAN and WAN. Like the CSR, each School District region has a Project Team assigned to it. This team assists with all purchases of service and installations of the hardware and/or software required to implement that service.

School District Planning Team – this varies from district to district; however, most are comprised of the Superintendent, District Instructional Leader, Business Official and Technology Coordinator.

Meetings are held on a regular basis with the region's District Technology Coordinators, Business Officials, Superintendents and District Data Coordinators to solicit input into the needs of the region.

WNYRIC Advisory Council – serves as an advisory body relative to all policies, plans and activities of the Western New York Regional Information Center. The WNYRIC Advisory Council is comprised of at least four and no more than six voting representatives from each of the five BOCES in the WNYRIC region:

- District Superintendent (or designee)
- One or more component School District Superintendents
- One School District Management Services User
- Two School District Instructional Representatives – focus on technology staff development/data analysis knowledge is important
- One Instructional Technology Representative

## **Section 2: Current Context**

**The following are the region's strategic objectives addressed in this 793 Plan 2015- 2018:**

- Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate
- Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)
- Support anywhere/anytime secure cloud environments to meet district's needs.
- Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings.
- Develop and provide data systems, processes, and services in support of administration, accountability and or instructional improvement.
- Support the initiative for Computer Based Testing (CBT).
- Continue to enhance existing management/administrative services with updated functionality and new product offerings.

### **How were these needs identified and prioritized?**

The above objectives were identified and prioritized in the course of the regular planning process outlined in Section 1 of this document.

## **Section 3: 2015 – 2018 Summary**

### **Part 1: WNYRIC's Strategic Objectives**

There are three underlying principles for tactical technology deployment within school districts:

- 1) Technology integration in the classroom to further advance teaching and learning.
- 2) The implementation of information technology management systems to increase the effectiveness and efficiency and security of the school district's operations.
- 3) The building and enhancement of the technical infrastructure to support secure educational technology integration and information technology management systems.
- 4) Enhance communication methods to District administration to inform efficiently and effectively.

The following is a summary as to how the WNYRIC's 2015 – 2018 Strategic Objectives work in concert to achieve the three underlying principles outlined above:

It is imperative for the school districts in the WNYRIC region to remain on the cutting edge as new technology and applications continue to develop at a very rapid pace. The most significant component to keep pace is to deliver high quality professional development to school district staff. As a result, WNYRIC staff will continue to investigate emerging technologies and their instructional uses and implications. This will include online offerings that support anywhere/anytime learning on the part of teachers, as well as continuing to examine new technologies to provide anywhere/anytime access from any device for administrators, teachers, and learners. Efforts will be made to expand the focus of Personal Learning Communities by investigating the use of Social Collaboration Environments with presence, while ensuring that legal and district policies are in place to safely and securely navigate within these environments. We will continue to provide new Common Set of Learning Objectives (CSLO) offerings through the statewide RFP process that is conducted by the WNYRIC.

Technology also contributes significantly to how data is used for instructional planning and student achievement by providing school administrators and teachers with critical information that permits them to target resources and forge instructional strategies to assist in the educational success of all students. To that end, the WNYRIC will continue to be a leader in the collection of data that supports

the tremendous impact of technology on instruction and student learning, specifically in sustaining programs that allow teacher level access to appropriate student data. WNYRIC staff will also investigate/research/assist school districts with interim benchmark and online assessment use through effective technology planning as well as providing the essential professional development needed for their successful implementation. This will include providing professional development utilizing the resources schools already have obtained to assist teachers in providing CTB opportunities during instruction. WNYRIC staff will research and support new data collection requirements and support new shared staffing requests in response to emerging customer needs related to data. WNYRIC staff will continue to research, communicate and practice high levels of data security and privacy.

Computer Based Testing (CBT) will lead to improvements in test delivery, test integrity, scoring validity, turnaround time on providing testing results, as well as a reduction in the overall costs of administering statewide assessments. The WNYRIC will support the initiative for Computer Based Testing (CBT) by communicating current NYS CBT requirements to school districts and implementing NYS approved CBT vendor solutions. The WNYRIC will also work in partnership with school districts to put into operation an effective and redundant infrastructure with critical internet-network-endpoint security necessary for successful and problem free CBT. The WNYRIC will continue to support districts during any field testing that is decided by NYSED throughout the duration of this plan. WNYRIC staff will continue to collaborate with local BOCES and districts to share any data and best practices resulting from CBT pilots.

The technical infrastructure objectives are necessary to provide information technology services to districts consistent with a single set of regional service delivery standards including hardware and telecommunications protocols as defined by the WNYRIC Standards Committee in conjunction with input of the region. The WNYRIC will continue to design and implement the most cost effective, secure, robust bandwidth (network connectivity) including the utilization of priority layered design, making the most of multiple vendors and exploiting competitive bidding practices to obtain the very best price advantage. Change Management software and the Information Technology Infrastructure Library (ITIL) best practices will be deployed to effectively communicate with end users and staff regarding processes for Configuration Management and Release Management. This is necessary to avoid having technical modifications or upgrades cause downtime or service outages. Optimization of the WNYRIC Service Desk will be achieved using metrics for trend analysis to optimize services offered, and use of video and centralized service tools for anytime self service. In addition, end point device management solutions using centralized management tools (TEM) will be expanded to reduce “sneakernet” for upgrades to end devices and thereby gain greater efficiencies, as well as to optimize instructional time on staff. Staff will continue utilization of the inclusive Active Directory to aid in efficient sharing of resources. For WNYRIC network infrastructure security enhancements, the WNYRIC will continue to implement cost optimization methods for wide area and local area network security. A critical strategic objective related to the WNYRIC’s technical infrastructure is the continual enhancement of our Disaster Recovery



(DR) and Business Continuity (BC) Plans and Procedures. The WNYRIC will continue to update the Disaster Recovery Initiatives for our Tier 1 applications, as appropriate, and Tier 2 applications will be implemented based on time of recovery needs.

Another important WNYRIC strategic objective will be the continual efforts to put into operation sustainable energy efficient technologies. Our quality of life, standard of living and national security depend on energy. This initiative will help the WNYRIC and its school districts strive for the most efficient use of our natural resources and work toward minimizing our dependence on imported energy, something critical to New York and the United States. To that end, activities planned for 2015-2018 will focus on researching technologies that provide for a greener environment. In addition, the WNYRIC will manage grants for our entire region for increased operating and energy efficiencies as applicable and/or available.

The investigation of private and public cloud solutions is another action the WNYRIC will undertake to meet the future technology needs within the region. Some of the solutions to be researched will be anywhere/anytime/any device use, enterprise or emerging software licensing, and the investigation of open source offerings. Another planned activity will be to investigate and test emerging operating systems for legacy and mobile devices.

Finally, the WNYRIC will continue to enhance existing services with updated functionality and new product offerings to provide for the effective management of information about students, to meet the needs of school districts business, human resources and administrative operations.

## **Part 2: State Wide Shared Objectives**

**The BOCES Regional Information Centers (RICs) in New York State have identified the following mission statement and shared goals. These goals will be collaboratively achieved by all RICs.**

“We are a collaborative of BOCES Regional Information Centers providing leadership and efficient, effective technology solutions for the purpose of supporting management, learning and student achievement.”

### **2017-2018 Regional Information Centers’ Shared Goals and Action Items**

**The BOCES Regional Information Centers (RICs) in New York State have identified the following mission statement and shared goals. These goals will be collaboratively achieved by all RICs.**

“We are a collaborative of BOCES Regional Information Centers providing leadership and efficient, effective technology solutions for the purpose of supporting management, learning and student achievement.”

### **2017-2018 Regional Information Centers’ Shared Goals and Action Items**

#### **State Technology Leadership**

- Work in conjunction with members of the State Education Department in order to enhance state, regional and local technology plans and related processes.
- Provide assistance to the Smart Schools Review Board and New York State school districts, as the state implements the Smart Schools Bond Act.
- Continue to partner with NYSED in order to provide districts with support related to computer-based testing initiatives (DLM and Questar).
- Provide data, as requested, to NYSED and other partners, in order to inform state and national broadband initiatives and programs.
- Explore new partnerships with NYSCATE, ISTE, CoSN and other technology leadership organizations.
- Continue to work collaboratively on bids, RFPs and contracts that address statewide needs and leverage economies of scale.

**State Data Leadership**

- Monitor, enhance and expand the RICs' Common Data Views Initiative.
- Work in conjunction with Questar Assessment, Inc., NYSED and the large city school district scanning centers to make necessary modifications to existing NYS assessment processes and support services (including, but not limited to, answer sheet development, data warehouse, scanning and scoring and instructional reports).
- Develop strategic plans to improve data analysis reports and dashboards.
- Develop strategic plans to increase the number of stakeholders with electronic access to RIC developed instructional reports.
- Work in conjunction with NYSED to provide educators with early access to 2016-2017 incoming student reports.
- Continue to assist NYSED in communicating important information related to NYS data, assessment, and accountability initiatives.
- Monitor, expand and refine the data integration, federation, and security initiatives.
- Work in conjunction with the NYS Chief Privacy Officer to provide leadership related to Education Law 2-D.

**Section 4: Implementation Plan**

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CHAPTER 793 PLAN  
2015 – 2018**

### 793 Plan for 2015 – 2018

**Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate.**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.1 Continue to design, implement and advocate for the most flexible, cost effective, resilient, redundant, secure and robust bandwidth (network connectivity) for each school district and BOCES through competitive bidding practices	July 1, 2014 – June 30, 2017		The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place.
1.2 Continue to review and implement cost effective Disaster Recovery and Business Continuity initiatives for applicable Tier 1 applications and continue to design DRBC strategies for Tier 2 applications based on time of recovery needs.	July 1, 2014 – June 30, 2017		Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery needs.
1.3 Implementation of centralized, cost effective network security tools for wide area network and local area network security.	July 1, 2014 – June 30, 2017		Goal is realized as the most effective security measures are put in place on our network based on recent or future network threats. These security measures are implemented by WNYRIC network engineering staff in the local school districts, as necessary.
1.4 Implement Change Management to effectively communicate with end users and staff regarding process or	July 1, 2014– June 30, 2017		Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
technical changes to avoid downtime or outages. <ul style="list-style-type: none"> <li>○ Configuration Management</li> <li>○ Release Management</li> </ul>			
1.5 Enhance how stake holders are informed of bandwidth utilization trends to better prepare and implement optimization strategies to optimize bandwidth availability	July 1, 2014 – June 30, 2017		Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators. Collaborative meetings with BOCES partners. Bandwidth utilization tools are available adhoc to appropriately trained district and BOCES personnel. Analysis of the reports and planning to incorporate optimization strategies is available from WNYRIC technical teams.
1.6 Research, design and implementation strategies are shared to ensure a robust managed wireless network is in place in school districts and BOCES	July 1, 2014 – June 30, 2017		The most flexible, cost effective resilient, redundant and robust centrally managed wireless network is in place which can support the school district and BOCES needs.
1.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Efficient and effective communication methods are in place and proven effective through customer feedback.
1.8 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver internet bandwidth and network security	July 1, 2014 – June 30, 2017		Cost effective methods are in use by customers.
1.9 Improve network infrastructure, security, and management options for public libraries by connecting to district broadband	July 1, 2014 – June 30, 2017		Connections to public libraries requested to school districts are in place
1.10 Implementation of centralized cost effective network security service utilizing the latest software and hardware security tools for	July 1, 2017- June 30, 2018	Technical Services Team	Security Service is available and implemented as districts engage in other technologies that impact network security.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
wide area and local area networks			
1.11 Continue to investigate emerging technologies, and the technical effectiveness, as well as, and implications on current the future services	July 1, 2017 – June 30, 2018	Technical Services Team	Pilot projects are implemented
1.12 Provide enhanced services in response to emerging customer needs	July 1, 2017 – June 30, 2018	Technical Services Team	Services to respond to emerging districts needs are provided.

**Objective 2: Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process and ensure compliance with Education Law 2d	July 1, 2014 – June 30, 2017	R & D Team	New RFPs are released and awarded. All new and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights.
2.2 Provide online offerings as part of the catalog offerings	July 1, 2014 – June 30, 2017	CSLO & Model Schools	Online offerings are in place that support anywhere/anytime learning on the part of teachers. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region.
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2014 – June 30, 2017	R & D Team	Pilot Programs are implemented. Dates and follow up for various topics are in place.
2.4 Work with lead agencies that develop and implement regulations to be in compliance with all State and Federal regulations – This includes the tech plan survey tool as well as any necessary support for the Smart Schools Bond Act	July 1, 2014 – June 30, 2017	CSLO & Model Schools	Compliant policies and regulations are promulgated.
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2014 – June 30, 2017	CSLO & Model Schools	Data from program evaluations will be available. Student achievement impact from various software programs on the CSLO software list will be compiled and a repository built. Pilot Project research results will be available for individual districts participating as well as overall information for the region. The location for this repository will be provided. Special research projects will be identified as needed by technology groups throughout the region including the CSLO administrative groups.
2.6 Continue to investigate and support Science Technology Engineering, Arts and	July 1, 2014 – June 30, 2017		New RFPs released and awarded. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region



Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
Mathematics (STEAM) initiatives throughout the region			
2.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Efficient and effective communication methods are in place and proven effective through customer feedback.

**Objective 3: Support anywhere/anytime secure cloud environments to meet district's needs.**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
3.1 Investigate and support secure cloud based solutions for collaboration.	July 1, 2014 – June 30, 2017		Secure cloud based solutions are in place and supported.
3.2 Continue to investigate and communicate research results of work completed related to new technologies to provide anywhere/anytime secure access on any device for all services, users and learners	July 1, 2014 – June 30, 2017		Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review and approval to the Standards Committee if appropriate. Additional application services are offered and implemented.
3.3 Extended Classroom, Mobile Learning and Connected Transportation	July 1, 2017 – June 30, 2018	Technical Services Team	Provide a safe, secure and cost effective ways to expand broadband beyond the school campus utilizing wireless broadband and cellular LTE technology.

**Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2014 – June 30, 2017		Grants are awarded, activities are complete and grant dollars received and distributed.
4.2 Optimize services by utilizing effective analytic tools.	July 1, 2014 – June 30, 2017		Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.
4.3 Continue to offer robust, cost effective centralized remote access End Point Device Management Solutions to reduce manual desktop support (sneakernet) and optimize instructional time by eliminating downtime.	July 1, 2014 – June 30, 2017		Centralized and cost effective end point device management solutions (SCCM and IBM TEM) are in place, reports reviewed and remediation measures are implemented.
4.4 Research and inform districts and BOCES about technologies that provide for a greener environment	July 1, 2014 – June 30, 2017		Collaborative solutions are in place that continue to reduce the carbon footprint throughout the region.
4.5 Continued utilization of inclusive Microsoft Active Directory to aid in efficient sharing of resources	July 1, 2014 – June 30, 2017		Effective use of Microsoft Active Directory as the primary and secure authentication source for account management to applications and resources on the shared broadband network, and in the cloud, is in place for ease of use.
4.6 Implement regulations to be in compliance with all State and Federal regulations – including any necessary support for the Smart Schools Bond Act	July 1, 2014 – June 30, 2017		Compliant policies and regulations are promulgated.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Efficient and effective communication methods are in place and proven effective through customer feedback.

**Objective 5: Develop and provide data systems, processes and services in support of administration, accountability and or instructional improvement**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
5.1 Support the process for and data needed for interim and online assessments	July 1, 2014 – June 30, 2017		Data services for interim and online assessments are provided.
5.2 Research and support new data collection requirements	July 1, 2014 – June 30, 2017		Information, training and support for new data collection requirements are provided.
5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts	July 1, 2014 – June 30, 2017		Information, training and support for the NYSED EngageNY is provided
5.4 Provide expanded, more inclusive data integration service that encompasses all offerings	July 1, 2014 – June 30, 2017		Evaluate and provide a data integration service that encompasses the best process based on the application requirements
5.5 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	July 1, 2014 – June 30, 2017		Expanded data reporting services are available..
5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Efficient and effective communication methods are in place and proven effective through customer feedback.
5.7 Incorporate data privacy and security information into service delivery	July 1, 2014 – June 30, 2017		Data privacy and security information is provided

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.8 Provide a data security and privacy service for assisting districts with managing the requirements of Ed Law 2D, as well as, other district needs	July 1, 2017 – June 30, 2018	Instruction and Administrative Services Team	Service is provided.

**Objective 6: Support the initiative for Computer Based Testing (CBT)**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
6.1 Communicate current NYS requirements regarding CBT	July 1, 2014– June 30, 2017		Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).
6.2 Provide security within endpoint management	July 1, 2014 – June 30, 2017		Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.
6.3 Support CBT vendor solutions	July 1, 2014 – June 30, 2017		Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2014 – June 30, 2017		Effective infrastructure at the districts is in place for CBT.
6.5 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2014 – June 30, 2017		Districts are assisted with readiness for CBT or emerging online assessments.
6.6 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Efficient and effective communication methods are in place and proven effective through customer feedback.

**Objective 7: Continue to enhance existing management/administrative services with updated functionality and new product offerings**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
<b>7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations and ensure compliance with Education Law 2d</b>	<b>July 1, 2014 – June 30, 2017</b>		<b>Solutions for Financial, HR and Administrative Services are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary</b>
<b>7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d</b>	<b>July 1, 2014– June 30, 2017</b>		<b>Solutions for student related data needs are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary.</b>
<b>7.3 Implement and support solutions for an expanded website service</b>	<b>July 1, 2014 – June 30, 2017</b>		<b>New and enhanced solutions are implemented and supported.</b>
<b>7.4 Provide enhanced services in response to emerging customer needs</b>	<b>July 1, 2014– June 30, 2017</b>		<b>Services to respond to emerging districts needs are provided.</b>
<b>7.5 Enhance communication methods to inform constituencies efficiently and effectively</b>	<b>July 1, 2014 – June 30, 2017</b>		<b>Efficient and effective communication methods are in place and proven effective through customer feedback.</b>
<b>7.6 Incorporate data privacy and security information into service delivery</b>	<b>July 1, 2014 – June 30, 2017</b>		<b>Data privacy and security information is provided</b>
<b>7.7 Continue to investigate emerging technologies for administrative use, as well as, implications on current and</b>	<b>July 1, 2017 – June 30, 2018</b>	<b>Administrative Application Services Teams</b>	<b>Pilot projects are implemented</b>



Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
future services			

**Section 5: Evaluation**  
**PROGRESS/OUTCOMES REPORTED BELOW IN ITALICIZED TEXT**  
**793 Plan for 2014 – 2017**

**2016 – 2017 Accomplishments**

**Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<b>1.1 Continue to design, implement and advocate for the most flexible, cost effective, resilient, redundant, secure and robust bandwidth (network connectivity) for each school district and BOCES through competitive bidding practices</b>	<b>July 1, 2014 – June 30, 2017</b>	<b>Broadband Steering Committee</b>	<p>The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place.  Preparation for new broadband contract is underway.</p> <p>Committees have been established and are currently meeting quarterly.  Our current focus is to:</p> <ul style="list-style-type: none"> <li>- Analyze past and present bandwidth usage and determine future bandwidth needs.</li> <li>- Gather information on Broadband funding sources at the federal and state level.</li> <li>- Research current and emerging broadband technologies.</li> </ul> <p>Meeting quarterly—Looking at cost analysis on current and future broadband needs. Use resources to increase bandwidth as needed or use resources to use current bandwidth more efficiently. Cost analysis between leasing, Lit &amp; Dark Fiber vs owned Dark Fiber</p>
<b>1.2 Continue to review and implement cost effective Disaster Recovery and Business Continuity initiatives for applicable Tier 1 applications and continue to design DRBC strategies for Tier 2 applications based on time of recovery needs.</b>	<b>July 1, 2014 – June 30, 2017</b>	<b>DR Steering Committee</b>	<p>Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery needs.  In the process of updating the Disaster Recovery Plan.  Disaster Recovery Plan updates and revisions taking place.</p> <p>Finalized contract for a Co-location Data Center that ensures a viable option for DR/BC initiatives.</p> <p>Disaster Recovery Plan Updates and Revisions taking place.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<b>1.3 Implementation of centralized, cost effective network security tools for wide area network and local area network security.</b>	<b>July 1, 2014 – June 30, 2017</b>		<p>Goal is realized as the most effective security measures are put in place on our network based on recent or future network threats. These security measures are implemented by WNYRIC network engineering staff in the local school districts, as necessary.</p> <p>Security Service is available and implemented as districts move to BYOD and implement other technology that impacts network security.</p> <p>Planning for network security service for 2017-2018 is underway.</p>
<b>1.4 Implement Change Management to effectively communicate with end users and staff regarding process or technical changes to avoid downtime or outages.</b> <ul style="list-style-type: none"> <li>○ Configuration Management</li> <li>○ Release Management</li> </ul>	<b>July 1, 2014– June 30, 2017</b>		<p>Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.</p> <p>Looking at solutions for change management at the campus networking level.</p>
<b>1.5 Enhance how stake holders are informed of bandwidth utilization trends to better prepare and implement optimization strategies to optimize bandwidth availability</b>	<b>July 1, 2014 – June 30, 2017</b>		<p>Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators.</p> <p>Collaborative meetings with BOCES partners.</p> <p>Bandwidth utilization tools are available ad hoc to appropriately trained district and BOCES personnel. Analysis of the reports and planning to incorporate optimization strategies is available from WNYRIC technical teams.</p> <p>Solarwinds updated and looking to provide training video or WebEx training session to districts</p>
<b>1.6 Research, design and implementation strategies are shared to ensure a robust managed wireless network is in place in school districts and BOCES</b>	<b>July 1, 2014 – June 30, 2017</b>		<p>The most flexible, cost effective resilient, redundant and robust centrally managed wireless network is in place which can support the school district and BOCES needs.</p> <p>Over the past 12 months, several schools have transitioned to one access point per classroom. The increased Erate and Smart Schools bond act funding has accelerated the expansion of wireless coverage in schools. This expansion is likely to increase further over the next 12 to 24 months until every school has at least one access point per classroom.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			802.11 AC Wave 2 has been released and the expansion continues towards an AP per classroom. Erate and Smartschools funding will drive the expansion over the next 12 to 24 months.
1.7 Enhance communication methods to school district customers to inform efficiently and effectively methods to school district customers to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Efficient and effective communication methods are in place and proven effective through customer feedback.
1.8 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver internet bandwidth and network security	July 1, 2014 – June 30, 2017		Cost effective methods are in use by customers.
1.9 Improve network infrastructure, security, and management options for public libraries by connecting to district broadband	July 1, 2014 – June 30, 2017		Connections to public libraries requested to school districts are in place Currently two library to school connections are in place and future library to school connections are in the planning phase. Currently meeting with public libraries to develop a cost-effective way to increase bandwidth through connections to local schools.

**Objective 2: Continue to enhance instructional offerings under CSLO**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<p><b>2.1 Continue to provide new offerings through the statewide RFP process and ensure compliance with Education Law 2d</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>R &amp; D Team</b></p>	<p><b>New RFPs are released and awarded.</b>  <b>The following RFPs were opened in September:</b>  <b>Mobile Device Management</b>  <b>JAMF, Airwatch, Lightspeed, IBM (MaaS 360), Synergy (Absolute)</b>  <b>Teacher/Principal Evaluation</b>  <b>Bloomboard, Ed Vistas, iObservation, Oasys, Teachscape, SchoolBinder, Randa Academic Intervention Services</b>  <b>Achieve 3000, My Path, FAST, IXL, Shmoop, Amplify (dibels next &amp; burst), Triumph Learning, Mastery Connect</b>  <b>Research Based Analysis</b>  <b>Bright Bytes</b>  <b>Robotics</b>  <b>Modular Robotics, Interactive Media</b>  <b>RFPs were awarded at the November BOE meeting and contracts are complete</b></p> <p><b>New RFPs to be released in May:</b>  <b>Global Citizenship</b>  <b>Social Studies</b>  <b>STEAM</b>  <b>The following RFPs were awarded and contracts are being solidified:</b>  <b>Newsela</b>  <b>Choices 360</b>  <b>Aleks Math</b>  <b>Learning Ally</b>  <b>Code Monkey</b>  <b>Big Brainz</b>  <b>Lab Disc</b></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>Maker's Empire            Little Bits            Lego Education            Tiggly            STEAM RFP received 19 responses and will be awarded at the April Board meeting.</p>
2.2 Provide online offerings as part of the catalog offerings	July 1, 2014 – June 30, 2017	CSLO & Model Schools	<p>Online offerings are in place that support anywhere/anytime learning on the part of teachers. Offerings were sent to CSLO for Winter.</p> <p>The online academy courses are available for teachers and administrators.</p>
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2014 – June 30, 2017	R & D Team	<p>Pilot Program implementation dates and follow up for the following topics:            Paperless Classroom Pilots            Windows 8            Chromebooks            Google Play Devices            iPads            inTune, Airwatch, Lightspeed, JAMF            Virtual Desktop (VDI).            The following districts are interested in pilots this year:            Clarence, Hammondsport, Lancaster, Niagara Wheatfield, West Valley, Avoca, Pioneer, Hamburg, Alfred Almond, North Collins, Springville            The following districts plan to engage in pilots for 16-17.            Orchard Park, Genesee Valley, Lockport, Wellsville, Alfred-Almond, Williamsville, Belfast, Cuba, Tonawanda, Whitesville, Kenmore-Tonawanda, Cheektowaga Sloan, Eden, Lancaster, Arkport, Clarence, Grand Island, Benus Point, Frewsburg, Westfield</p>
2.4 Work with lead agencies that develop and implement regulations to be in compliance with all State	July 1, 2014 – June 30, 2017	CSLO & Model Schools	Compliant policies and regulations are promulgated. All WNYRIC district technology surveys were certified by the September 1 deadline. Approvals from SED have begun going out to superintendents. Smart Schools requirements

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
and Federal regulations – This includes the tech plan survey tool as well as any necessary support for the Smart Schools Bond Act			continue to change and emails are sent out over the list serv with the most up to date information. Reimbursement for Smart Schools continues to be worked on and should open to the field in the next few weeks. Reimbursement for Smart Schools is running smoothly.
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2014 – June 30, 2017		Data from program evaluations will be available.
2.6 Continue to investigate and support Science Technology Engineering, Arts and Mathematics (STEAM) initiatives throughout the region	July 1, 2014 – June 30, 2017		Service book will be adjusted and training for current staff and districts on approved tools will be scheduled and delivered. The following products were awarded under the latest STEM RFP: Aleks Math, Big Brainz, Lab Disc, Maker’s Empire, Little Bits, Lego Education, Tiggly, Code Monkey  STEAM RFP had 19 responses and will be awarded at the April Board meeting
2.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Efficient and effective communication methods are in place and proven effective through customer feedback. Provide WNYRIC News to school districts

**Objective 3: Support anywhere/anytime secure access from any device to meet district's needs.**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
3.1 Investigate and support secure cloud based solutions for collaboration	July 1, 2014 – June 30, 2017	Iaas Team	Secure personal learning communities are in use. Research and development of new and emerging technologies for future implementations.
3.2 Continue to investigate and communicate research results of work completed related to new technologies to provide anywhere/anytime secure access on any device for all services, users and learners	July 1, 2014 – June 30, 2017		Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review to the Standards Committee if appropriate. Additional application services are offered and implemented.  The Wireless Best Practices document was updated in March 2015. Highlights included recommendations for proper antenna and wireless cards on devices.
3.3 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2014 – June 30, 2017		Solution (s) are in place and operational in at least two districts.  Microsoft Windows To Go was tested for CBT and proven to not be a suitable solution.  Apple iOS 9 beta is being tested for compatibility with Apps.  TestPolicy is being investigated as a possible solution to lock down Windows 7 & 8 testing machines without impacting instructional time.  Microsoft Windows 10 is being researched and evaluated.



Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
3.4 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2014 – June 30, 2017		<p>Lifecycle team has successfully tested imaging and distributing applications.</p> <p>Districts are assisted with readiness for CBT or emerging online assessments. Data from PARCC pilot survey are now available. Results to be shared with Advisory Council, FICA and districts.</p> <p>Successful February Diagnostic Field Test with single district. 75% of students were effectively able to complete the test.</p>

**Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<p><b>4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>		<p>Grants are awarded, activities are complete and grant dollars received and distributed.</p> <p>NYS Archives grant has been awarded to implement web based Filebound electronic document management system in 11 WNYRIC school districts. The grant was partially funded, reaching out to districts to determine interest in continuing.</p> <p>8 districts interested in continuing with the archives grant. Planning for implementation is underway.</p> <p>2 districts participating in the Archives grant project are fully implemented, 6 others are in process.</p> <p>Information regarding the Smart School Bond Act is being disseminated in a timely fashion.</p> <p><u>7 districts participating in the Archives grant project are fully implemented, 1 other is in process.</u></p>
<p><b>4.2 Optimize services by utilizing effective analytic tools.</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>		<p>Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.</p> <p>All Managed IT Service districts have been moved and supported in Service Now and application teams are being moved systemically. This allows robust reporting and analysis.</p> <p>Added 2<sup>nd</sup> level LAN support staff to the WNYRIC Service Desk.</p> <p>Implementation of Service Now for E1B Campus and Centers was completed</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>effective February 23, 2015.</p> <p>Service Now continues to be optimized to meet analysis needs of districts and service desk.</p>
<p><b>4.3 Continue to offer robust, cost effective centralized remote access End Point Device Management Solutions to reduce manual desktop support (sneakernet) and optimize instructional time by eliminating downtime.</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>		<p>End point device management solutions are in place, reports reviewed and remediation measures are implemented.</p> <p>Redesigning the Microsoft SCCM for deployment.</p> <p>IBM TEM server has been upgraded over the summer to improve security.</p> <p>There are 24 districts who are participating in the Lifecycle service</p> <p>Creating and testing a standardized “Golden Image” for endpoint deployment to improve uniform software distribution and overall efficiency for Managed IT district devices.</p> <p>Currently testing JAMF for Mac solution in a centralized enterprise environment.</p>
<p><b>4.4 Research and inform districts and BOCES about technologies that provide for a greener environment</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>		<p>Solutions are in place that reduce the carbon footprint throughout the region.</p> <p>Print management service was piloted in two districts with great success.</p> <p>Additional districts continue to request print management analysis for future cost savings and greener environments.</p>
<p><b>4.5 Continued utilization of inclusive Microsoft Active Directory to aid in efficient sharing of resources</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>		<p>Evidence of progress is reported and solutions meeting customer needs are in place.</p> <p>Ongoing research and development continues with Microsoft, Google and Gartner.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>Internal Best Practices documentation is being created.</p> <p>Monthly informational meetings with representation from Microsoft and Google are taking place with WNYRIC staff and school district to keep abreast of emerging technologies.</p> <p>On site informational meetings regarding O365 and Google integration. Discussion includes device options and CBT considerations. WNYRIC application and support staff will be attending online O365 training sessions beginning April 2015.</p> <p>Cloud Workspace Management service has been created to facilitate secure onboarding of accounts to O365 and Google. We continue to on-board Office 365 and Google. There have been an additional six (6) Office 365 and five (5) Google districts added since the last update</p> <p>On-boarded two Office 365 and one Google district.</p>
<p><b>4.6 Implement regulations to be in compliance with all State and Federal regulations – including any necessary support for the Smart Schools Bond Act</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>		<p>Effective use of Active Directory as the primary and secure authentication source for account management to applications and resources on the network is in place for ease of use.</p> <p>There are currently 8 districts in the WNYRIC Active Directory.</p> <p>Three additional districts will be added to the WNYRIC Active Directory over summer.</p>

**Objective 5: Develop and provide data systems, processes and services in support of accountability and or instructional improvement**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
<b>5.1 Support the process for and data needed for interim and online assessments</b>	<b>July 1, 2014 – June 30, 2017</b>	<b>Data Integration Team</b>	<p>Data services for interim and online assessments are provided.</p> <p>Data for STAR, iReady, eDoctrina and Castle Learning are provided as part of the base data integration service.</p>
<b>5.2 Research and support new data collection requirements</b>	<b>July 1, 2014 – June 30, 2017</b>	<b>Data Warehouse Team</b>	<p>Information, training and support for new data collection requirements are provided. This includes the ongoing transition for PMF collection, new collections requirements for staff evaluation and for staff and student attendance collection implementation.</p> <p>Data Warehouse, Test Scoring, Student Services teams provide regular updates to DDCs through four meeting/year, as well as, with very active and timely email communication. In addition, a set of 3 training meetings for new DDCs is available as a separate service. WNYRIC personnel are involved in NYSED workgroup regarding AP and IB assessment reporting requirements to comply with anticipated ESSA requirement</p>
<b>5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts</b>	<b>July 1, 2015 – June 30, 2018</b>	<b>Data Warehouse team</b>	<p>Information, training and support for the NYSED EngageNY is provided</p> <p>Data Warehouse Common Data View reports complement and link to NYSED's released question information for current and past 3-8 ELA and Math assessments. Additional information regarding NYS Learning Standards is provided in reports and information provided on WNYRIC Data Warehouse web site.</p>
<b>5.4 Provide expanded, more inclusive data integration service that encompasses all offerings</b>	<b>July 1, 2015 – June 30, 2018</b>	<b>Data Services team</b>	<p>A Data Integration service is in place.</p> <p>48 districts currently participating in the Data Integration service. The base service includes integration of eSchool Data or PowerSchool data with commonly used Special Education, Cafeteria, Library, Transportation, Health, Notification and Assessment systems. A growing list of other system integrations are available</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		Student and Data Warehouse teams	<p>at additional cost. Research on new data integration methods and improvements is ongoing.</p> <p>The eSchoolData team is increasing the frequency of automated data loads for school districts and charter schools to a nightly basis. Extracts for the supported BOCES are being automated to load to Level 0 on a weekly basis. Also, testing of newly available automated imports of free/reduced lunch statuses via the eSchool Data GURU add-on data tools has begun.</p> <p>IEP and Cleartrack data upload automation has been implemented.</p>
5.5 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	July 1, 2015 – June 30, 2018	Data Warehouse team	<p>Expanded data reporting services are available...</p> <p>Data Warehouse has developed systems to allow local, building-level access to data reports. Initial location access testing has been completed and districts are gradually being introduced to and given building-level access.. This can lead to teacher-level access although issues of licensing, access control, and capacity are still under review. Limited teacher access can be provided through the GURUBoard service referred to in section 7.4</p> <p>Enhanced reporting to districts by including a new interactive scatter plot report in the WNYRIC Data Warehouse. The report is based on the NYS publicly released School Report Card and 3-8 Assessment Score data sets. It shows NYS assessment information and graduation rates to allow districts to examine and compare their performance to other schools in the area and across the state.</p>
5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively	July 1, 2015 – June 30, 2018	Student Services team	<p>Efficient and effective communication methods are in place and proven effective through customer feedback.</p> <p>Ongoing communication with DDCs from PowerSchool and eSchoolData teams, as well as in conjunction with the Data Support team. Internally, our staff collaborate on communication and problem solving in relation to state data reporting.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		Data Warehouse team	Data Warehouse, Test Scoring, Student Services, & Student Data Services provide regular updates to DDCs through four meeting/year and an additional set of training meetings for new DDCs. Relevant communications are being regularly posted to the WNYRIC Data Readiness website, including the DDC meeting material.
5.7 Incorporate data privacy and security information into service delivery	July 1, 2015 – June 30, 2018	Data Warehouse team	<p>Data privacy and security information is provided</p> <p>Districts have been provided an online tool to identify people with access to the data warehouse reports. All districts have been asked to review and update access as needed. Additionally, audit reports are provided as necessary and access is controlled directly by data warehouse team to allow faster response to district access changes.</p> <p>Data Warehouse security is transitioning to a new data access model to provide districts the ability to limit administrative access to students directly served in an administrator's building as opposed to access to all students in the district. District-wide access can be limited to only those personnel who need to see the larger population's data.</p> <p>DW team has begun the implementation of building level security with six districts</p>

**Objective 6: Support the initiative for Computer Based Testing (CBT)**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	July 1, 2014 – June 30, 2017	Test Scoring Team	<p>Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).</p> <p>Test Scoring team is in regular communication with NYSED and provides communications to and support for the procedures districts must follow to transition to CBT. Continued interaction with test scoring team is necessary to ensure student, course, and staff information is complete and accurate so district data is properly reported and results can be provided to districts and parents. The CBT listserv continues to send out updated information.</p> <p>WNYRIC is providing additional information and support to schools as some move partially or completely to CBT in this first year of operational testing for 3-8 ELA and Math</p> <p>CBT held 2 roadshows for the region this winter. Weekly call details are sent out over the listserv as well as any updates</p>
6.2 Provide security within endpoint management	July 1, 2014 – June 30, 2017		Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.
6.3 Support CBT vendor solutions	July 1, 2014 – June 30, 2017		<p>Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.</p> <p>WNYRIC will offer to host one of the regional trainings offered from Questar and NYSED in January and March 2017.</p>



Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>WNYRIC has provided additional functionality to test scoring ordering program to allow districts to identify specific buildings and grades needing paper-based materials for testing (in response to revised NYSED guidance).</p> <p>WNYRIC's Test Scoring team members will work with a Questar second-level support team to provide additional support to participating school districts during the administration of the CBT assessments for 3-8 ELA and Math.</p>
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2014 – June 30, 2017		Effective infrastructure at the districts is in place for CBT.
6.5 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2015 – June 30, 2018		<p>Districts are assisted with readiness for CBT or emerging online assessments. WNYRIC is assisting schools and their data management requirements related to SED's loading of NYSAA-eligible students to system and in the manual input and rostering processes required.</p>
6.6 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		<p>Efficient and effective communication methods are in place and proven effective through customer feedback.</p> <p>WNYRIC coordinates regular CBT Conference calls, emails and listserv messages on the latest information from SED and Questar.</p>

**Objective 7: Continue to enhance existing services with updated functionality and new product offerings**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<p><b>7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations and ensure compliance with Education Law 2d</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>Finance Services</b></p>	<p>Solutions for Financial, HR and Administrative Services are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary</p> <p>Migrated another 8 Finance Manager districts to the new version of nVision. Migrated 3 more districts to the nVision product. Migrated 7 more districts to nVision for a total of 18. Worked with K12 Enterprises on developing NYS reporting in preparation for implementations during the 17-18 school year.</p> <p>Successfully assisted 78 districts in extracting their APPR scores from the financial software and uploading them to Level 0.</p> <p>PDP Premier development team has worked on having the features in place to track the CTLE credits according to the new regulations as well as the producing of a course Certificate of Completion</p> <p>Continue to enhance the tracking of CTLE credits as well as finalizing the design of the Certificate of Completion.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>Raptor Visitor Management System is a new offering this year. There are 5 districts implemented on the system at this time.</p> <p>TPASS Visitor Management System is a new service. Have implemented it in 2 districts.</p> <p>Webinar demos were held for Raptor, TPASS, Qware, PDP, Hillyard, Applicant Tracking, Textbook Service and My Learning Plan.</p>
7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d	July 1, 2014 – June 30, 2017		<p>Solutions for student related data needs are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary.</p> <p>Planning for data security and privacy service for 2017-2018 in underway.</p>
7.3 Implement and support solutions for an expanded website service	July 1, 2014 – June 30, 2017	E-mail and Website Services	<p>New and enhanced solutions are implemented and supported.</p> <p>The Email team fully supports Lotus Notes, MS Exchange, MS Exchange Online, and Gmail, including email archiving within Vault and Exchange Online Archiving.</p> <p>The Website services team has completed an RFP for websites, mobile, and notification systems. The contracts are currently in negotiation. The Website team will be supporting 2 website software vendors (Blackboard's SchoolWires as well as SchoolMessenger).</p> <p>The Website services team now supports Siteimprove – web software that provides website governance to school districts' websites. Districts can use this tool to improve the quality and usability of their website, and the tool does not require a particular website software package to function.</p> <p>Demonstrations were held, both in-person and via webinar for newly supported applications/updates for Blackboard, School Messenger and Siteimprove.</p> <p>Implemented 2 districts on Siteimprove, 2 districts on Connect5i, 1 on the Blackboard Integrated Mobile App, and 1 on SchoolMessenger, with many more in the planning stages.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.4 Provide enhanced services in response to emerging customer needs	July 1, 2014 – June 30, 2017	eSchooldata Team  Student and Web Teams	Services to respond to emerging districts needs are provided.  eSD GuruBoards are being implemented in districts, providing a customized dashboard approach to working with student information. 15 districts have joined the service.  Districts are beginning to utilize mobile and notification apps that integrate with student data. The student, finance, and web teams are working on learning these new products and services in support of districts.
7.5 Enhance communication methods to inform constituencies efficiently and effectively	July 1, 2014 – June 30, 2017	Student Services Team	Efficient and effective communication methods are in place and proven effective through customer feedback.  Both PowerSchool and eSchoolData teams provide monthly newsletters and maintain several email lists to keep district staff aware of information relevant to them. Spring user meetings, as well as, End of Year workshops are underway for Student and Finance/HR services
7.6 Incorporate data privacy and security information into service delivery	July 1, 2014 – June 30, 2017	Student Service Team  Finance Team	Data privacy and security information in provided.  Both PowerSchool and eSchoolData teams provide guidance to districts regarding appropriate security measures in relation to data privacy and security. A new school year reminder was sent to the district application coordinator to review access rights for all end users.

## **Section 8: Applications**

WNYRIC offers the following services:

Co-Ser 6360, Instructional Technology Services

PSN 550 includes acquisition and support of computer based learning technology, networks, and software as per district technology plans and State/National Learning Standards as well as planning for implementation and evaluation of those technologies.

Co-Ser 6368, Model Schools

PSN 555 includes instructional staff development to districts to apply instructional technologies in the classroom. Activities include planning, curriculum development, staff development and evaluation.

Co-Ser 7014, Textbook Coordination

PSN 672 includes processing of textbook requests from non-public schools on behalf of participating public school districts, maintenance of an inventory and other records as required.

Co-Ser 7710, Computer Service: Management

PSN 650 includes computer based services using either central or distributed processing for administrative technologies including student management, financial management, test scanning, data collection and reporting, etc. as well as, planning and the technical infrastructure and network support for those.

- i. Student Information Systems
- ii. Data Collection, Data Warehouse and Reporting
- iii. Test Scanning Services
- iv. Special Education Systems, including AIS, RtI and Medicaid
- v. Financial Management Systems
- vi. Email Communication Services
- vii. Facilities Management Systems
- viii. Electronic Document Management Services
- ix. Technical Infrastructure Support Services
- x. Network Services

NYS Regional Information Centers	WNYRIC
Section 8: Applications Services	<b>DISTRICTS</b>
2017 - 2018 793 Governance Plans	
2017 - 2018 List Number of Districts supported in June 2017	
<b>AIS and RTI Systems &amp; Services</b>	
RTI Edge (aka AIS Edge) - Cleartrack	12
RTIm Direct- Frontline	24
<b>Assessment Systems &amp; Services</b>	
Achieve 3000	5
Acuity	0
AIMSweb	34
Castle	0
Datacation	0
eDoctrina	31
FAST	4
iready	29
LinkIT	0
Mastery Manager	0

NWEA-MAP	4
Performance Tracker-Assessment Builder	2
Renaissance Learning STAR Enterprise (math or reading)	47
Scholastic (SRI & SMI)	3
Test Wiz	1
<b>Athletics Management Systems &amp; Services</b>	
Impact Concussion Baseline Testing	0
rSchool Today Sports Scheduling	0
Schedule Galaxy	0
<b>Board of Education Management Systems &amp; Services</b>	
BoardDocs	0
eBoard	0
<b>Broadcast Systems &amp; Services</b>	
PowerAnnouncement (Alert Solutions)	11
Blackboard Connect	33
Code-Ed (ECN)	0
K12 Alerts	0
One Call Now	0
Parent Link	0
School Connect - Synervoice	0
School Messenger (West Interactive Services)	41
<b>Business Operations Systems &amp; Services</b>	
Budget Mailer (web)	9
GST Tax Billing and Collection System	0
NERIC Tax Billing & Collection System	0
Capital Project Software (CapProSoft)	9
<b>Cafeteria Systems &amp; Services</b>	
Horizon Boss Fast Lane	0

MiChoice	0
Nourish formally SMARTS	0
nutriKids	0
WEBSMARTT/WinSnap	54
<b>Cloud Based Productivity Tools &amp; Services</b>	
GAFE (Google Apps For Education)	5
Office 365	5
<b>Data Collection &amp; Analysis Services</b>	
Certica Solutions	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
DataCation	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
Data Warehouse (eScholar)	
<b>TOTAL</b>	180
<b>PUBLIC SCHOOLS</b>	96
<b>CHARTERS &amp; NON-PUBS</b>	84
<b>BOCES</b>	0
ELlevation	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
eSchooldata GURU Boards	
<b>TOTAL</b>	15



<b>PUBLIC SCHOOLS</b>	<b>13</b>
<b>CHARTERS &amp; NON-PUBS</b>	<b>2</b>
Forecast5	
<b>TOTAL</b>	<b>0</b>
<b>PUBLIC SCHOOLS</b>	<b>0</b>
<b>CHARTERS &amp; NON-PUBS</b>	<b>0</b>
iData/Qliktech	
<b>TOTAL</b>	<b>0</b>
<b>PUBLIC SCHOOLS</b>	<b>0</b>
<b>CHARTERS &amp; NON-PUBS</b>	<b>0</b>
Infinite Campus - Data Visualization	
<b>TOTAL</b>	<b>0</b>
<b>PUBLIC SCHOOLS</b>	<b>0</b>
<b>CHARTERS &amp; NON-PUBS</b>	<b>0</b>
K12 Insight: Engage	
<b>TOTAL</b>	<b>0</b>
<b>PUBLIC SCHOOLS</b>	<b>0</b>
<b>CHARTERS &amp; NON-PUBS</b>	<b>0</b>
Level 0	
<b>TOTAL</b>	<b>180</b>
<b>PUBLIC SCHOOLS</b>	<b>96</b>
<b>CHARTERS &amp; NON-PUBS</b>	<b>84</b>
<b>BOCES</b>	<b>0</b>
National Student Clearinghouse	<b>0</b>
SchooltoolIQ	
<b>TOTAL</b>	<b>0</b>

<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
<b>Document Management Systems &amp; Services</b>	
Accela (used to be IQM2)	0
Edge Document Solutions	0
FileBound	22
Laserfiche	0
OnBase	0
ProcessIt (eForms and workflow)	9
TechTiles	0
<b>Educator PD and Evaluation Management Systems &amp; Services</b>	
AVATAR	0
Ed Vista - StaffTrac	0
iObservation	4
LCI-MPPR	0
My Learning Plan	17
OASYS	21
Observation 360	2
Observe	0
PDP Premier	35
Right Reason Technologies	2
Teachscape	0
WinCap PD	5
<b>Election Management Systems &amp; Services</b>	
Bold	0
NTS Data Services	0
<b>Email Archival Systems &amp; Services</b>	
Barracuda	0
Google Vault	0

GWAVA/RETAIN	0
Inboxer	0
Mail Meter (Waterford)	48
Message Solution	0
Microsoft Exchange Online	0
Intradyn Orca	0
Razorsafe	0
Messaging Architects (Net Mail)	0
<b>Email Systems &amp; Services</b>	
Gmail	8
GroupWise Mail	0
LOTUS Notes	69
MS Exchange on Premise	5
MS Exchange on Online	14
Outlook Exchange	0
Zixmail	0
<b>Employment Tracking Systems &amp; Services</b>	
Applicant Tracker by PeopleAdmin (formerly SearchSoft)	77
Job Application Tracker from SchoolWorld	0
School/Stream (Job Applicant Manager)	0
<b>Facilities &amp; Work Order Systems &amp; Services</b>	
Hillyard Custodial Management Suite(LitePro)	4
Qware	45
rSchool Today Facilities Management	0
School Dude	0
Service Now	0
Web Help Desk	0
<b>Financial and Human Resources Systems &amp; Services</b>	
Infinite Visions (Budget Sense)	0

Finance Manager - Legacy	44
Finance Manager - nVision	12
Info-Matics	0
NIS (Negotiations)	0
Pentamation (Financial)	0
WINCAP	31
<b>Firewall Management Systems &amp; Services</b>	
Central Firewall	101
Checkpoint	2
CISCO ASA	0
Dell Sonicwall	0
Fortinet	0
Juniper SRX	2
Palo Alto	0
McAfee	0
SOPHOS	0
<b>Guidance Systems &amp; Services</b>	
Bridges	15
Choices- formerly Bridges	0
College on Track	12
Guidance Direct	28
InfoSnap	0
Method Test Prep	0
Naviance	10
<b>Health Management Systems &amp; Services</b>	
Healthoffice (Healthmaster), Inc.	13
SNAP (Professional Software for Nurses, Inc.)	17
<b>Internet Filtering Systems &amp; Services</b>	
Content Filtering (Fortigate)	0

Content Filtering (Lightspeed)	85
Content Filtering (NetSpective)	0
Content Filtering (Palo Alto)	0
Content Filtering (Sophos) was Astaro	0
Content Filtering (Smoothwall)	0
Content Filtering (SonicWall)	0
iBoss	0
Trustwave	0
<b>Mobile Device Management Systems &amp; Services</b>	
Absolute	0
Airwatch	2
Casper - JAMF	19
IBM - MasS360	0
Lightspeed	29
Meraki	1
Filewave	0
<b>Security Systems &amp; Services</b>	
Access Control	0
Badge Pass	0
Linstar Tpass	2
Rapid Response	0
Raptor	7
Safe Schools NY	0
Scholarchip	0
Video Surveillance	35
Visitor Management Other	0
<b>Spam Detection Systems &amp; Services</b>	
Barracuda	0
Modusgate - Vircom	0
MS Forefront	0

Proofpoint	0
Sophos (was Astaro)	0
SPAM (CanIt)	76
Spam Assassin	0
Office 365 Anti-Spam Protection	0
<b>Special Education Management Systems &amp; Services</b>	
ClearTrack Medicaid	38
Cleartrack2000 (SC RIC)	38
Document Repository (Centris)	18
IEP Direct (Frontline IEP)	58
Medicaid Direct (Frontline)	51
NYSE Direct (Frontline)	0
N2Y Unique Learning Systems	0
<b>Student Management Systems &amp; Services</b>	
eSchoolData	
<b>TOTAL</b>	86
<b>PUBLIC SCHOOLS</b>	38
<b>CHARTERS &amp; NON-PUBS</b>	48
eschool plus	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
Infinite Campus	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
Power School	
<b>TOTAL</b>	64

<b>PUBLIC SCHOOLS</b>	50
<b>CHARTERS &amp; NON-PUBS</b>	14
School Master	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
SchoolTool	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
<b>Substitute Systems &amp; Services</b>	
AESOP/Frontline Technologies	0
eSchools Solutions	0
<b>Technology Planning Systems &amp; Services</b>	
Clarity/Brightbytes	5
<b>Testing Systems &amp; Services</b>	
3-8 paper based testing	
<b>TOTAL</b>	147
<b>PUBLIC SCHOOLS</b>	89
<b>CHARTERS &amp; NON-PUBS</b>	58
BOCES Assessment Reporting System (BARS) on the web	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
EduTech's ASAP (Regents scoring/rpts.)	
<b>TOTAL</b>	0

<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
<b>BOCES</b>	0
Optimum Solutions Corporation OSC (Regents Scanning)	
<b>TOTAL</b>	0
<b>PUBLIC SCHOOLS</b>	0
<b>CHARTERS &amp; NON-PUBS</b>	0
RIC Regents test scanning	
<b>TOTAL</b>	81
<b>PUBLIC SCHOOLS</b>	22
<b>CHARTERS &amp; NON-PUBS</b>	59
<b>BOCES</b>	0
Teleforms for in-district design/scanning	
<b>TOTAL</b>	75
<b>PUBLIC SCHOOLS</b>	69
<b>CHARTERS &amp; NON-PUBS</b>	6
<b>Textbook Tracking Systems &amp; Services</b>	
Follet Destiny Textbook Manager	0
Textbook Loan	41
<b>Transportation Systems &amp; Services</b>	
Applied Data Services	0
Education Logistics	0
Transfinder	0
<b>VoIP and Collaboration Systems &amp; Services</b>	
Alcatel	0
Avaya / Nortel	10



Cisco Call Manager	30
Jabber	0
MS Lync	0
SameTime - IBM	1
SHORETEL	0
WebEx	0
<b>Website Systems &amp; Services</b>	
<b>Blackboard Mobile</b>	0
SchoolWires (Blackboard)	60
CNYRIC District Websites	0
Echalk	0
eSchoolview	0
SchoolFusion (Blackboard)	0
SchoolWorld	0
Edline	0
Serv-U	0
School Messenger (Presence)	0
Site Improve	0
<b>Wireless Network Authentication Systems &amp; Services</b>	
Aruba Clearpass	16
Avaya ID Engine	12
Cisco ISE	2
Cisco Meracki	0
Cisco Prime	0
Juniper/Trapeze	0
Meru	0

